



**COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

Benefits Administrator Memo #03-11

To: Benefits Administrators
From: Mary Habel, Director
State and Local Health Benefits Programs
cc: All OHB
Date: June 10, 2003
Re:

- Distribution of 2003 COVA Care Member Handbooks
- "Print-on-Demand" ordering process
- Mailing of Plan ID cards effective July 1, 2003
- Revamped DHRM Web site and COVA Care health benefit highlights flyer

COVA Care Member Handbook Distribution

Agency Benefits Administrators will be providing the new 2003 COVA Care Member Handbooks to employees enrolled in the COVA Care basic plan and COVA Care with additional coverage options (Expanded Dental, Out-of-Network and Vision, Hearing and Expanded Dental). The member handbooks will be mailed to you from June 10 – 25 for distribution to employees, with larger agencies receiving the materials first. Your supply is based on the BES count for your agency (by payroll number) plus 5 percent.

New "Print-on-Demand" Ordering Process

Limited additional quantities of the member handbook will be available in stock. Once this supply is depleted, you may use the new "Print-on-Demand" process to order handbooks for new hires throughout the year. Print-on-Demand allows you to order only as many member handbooks as you need, from just one to 50. The goal is to cut printing costs and reduce inventory, yet still provide timely delivery. Use the Anthem Materials Order Form to order your member handbooks, and please allow 10-14 days for delivery.

ID Card Mailing for Plans Effective July 1, 2003

Employees who elected COVA Care basic or COVA Care with additional coverage options will be mailed a new plan identification (ID) card at their home addresses from June 18 - 23. The ID card packages will include the enclosed letter, an ID card, three-tier drug pocket guide and a Home Delivery Pharmacy Service package (order form and Allergy Questionnaire enclosed).

Non-Medicare retiree group members and Extended Coverage participants will receive at their home addresses a COVA Care letter, plan ID card, COVA Care Member Handbook, three-tier drug pocket guide and Home Delivery Pharmacy Service packet. The non-Medicare retiree and Extended Coverage ID card packages are also scheduled for mailing between June 18 and June 23.

ID cards and plan information for the Kaiser Permanente HMO plan will be mailed to the home addresses of new members only the week of June 16. After July 1, they will receive a Welcome to Kaiser Permanente care package, including a letter, Healthwise Handbook (relating to health issues), and Provider Directory. In a separate mailing, new Kaiser members will receive their Evidence of Coverage.

DHRM Web Site Revamped

By the beginning of next week you will notice a change in the appearance of the DHRM Web site. While the link will remain the same (www.dhrm.state.va.us), accessing information will be somewhat different. The Health Benefits section will now be under the link called Compensation and Benefits: <http://www.dhrm.state.va.us/compandbenefits.html>. Resources for Benefits Administrators may be found under Policies, Forms and Resources: <http://www.dhrm.state.va.us/resources.html>. The revised site should be easy to navigate once you are familiar with its contents. More information will be provided at a later date.

New COVA Care Health Benefit Highlights Flyer

A flyer that highlights COVA Care plan benefits effective July 1 is now on the DHRM Web site under Health Benefits, Resources for BAs (Policies, Forms and Resources with the revamped Web site). The direct link is <http://www.dhrm.state.va.us/services/health/COVACareFlyer.pdf>. Please print off the flyer and post copies in high visibility areas throughout your agency.

A Special Word of Thanks

Introducing the new COVA Care plan has been a major challenge for all of us. Its success would have been impossible without your dedication and extra effort. We appreciate the additional hours you have spent to educate and counsel your agency's employees about COVA Care. Many thanks for the excellent work!

Enclosures:

- Copy of ID card letters to employees, non-Medicare and Extended Coverage
- Home Delivery Pharmacy Service Order Form and Allergy Questionnaire
- COVA Care benefit highlights flyer for July 1
- Anthem Materials Order Form